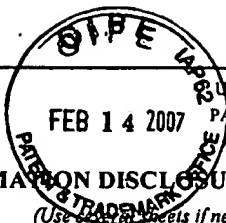


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INFORMATION DISCLOSURE STATEMENT

(Use extra sheets if necessary)

APPLICANT(S)

Simon Jacobs and Guy Druce

FILING DATE

April 2, 2001

GROUP ART UNIT

3623

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>J</i>	AA	5,590,269	12/31/96	Kruse et al.	395	209	
	AB	5,764,953	06/09/98	Collins et al.	395	500	
	AC	5,774,661	06/30/98	Chatterjee et al.	395	200.33	
	AD	6,484,036 B1	11/19/02	Sorkin et al.	455	508	
	AE	2001/0029499 A1	10/11/01	Tuatini et al.	706	47	
	AF						
	AG						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AH							

OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

<i>J</i>	AI	Bisio, R. et al., "Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers", Torino, Italy, CPAIOR, 1999. Five pages.
	AJ	Collins, J.E. et al., "Automated Assignment and Scheduling of Service Personnel", IEEE Expert, April 1994. pp. 33-39.
	AK	Guido, B. et al, "Work Force Management (WFM) Issues", Network Operations and Management Systems, IEEE 1998. pp. 473-482.
	AL	Jing, J. et al., "WHAM: Supporting Mobile Workforce and Applications in Workflow Environments", Research Issues in Data Engineering, RIDE 2000, February 2000. Eight pages.
	AM	Lesaint, D. et al., "Dynamic Workforce Management", The Institution of Electrical Engineers, IEE Colloquium on AI for Network Management Systems, 1997. pp. 1-5.
<i>Y</i>	AN	Lesaint, D. et al., "Dynamic Workforce Scheduling for British Telecommunications plc", Interfaces, Vol. 30, No. 1, January-February 2000. pp. 45-52.

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial reference considered, whether or not criteria is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).